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Subject: : Gear Talk

Topic: : why all the hate?

Re: why all the hate?

Author: : Maurice

Date: : 2008/4/24 22:35:52

URL:

Wetnet,

That is a VERY interesting tidbit about the inner seams leaking. I purchased online, a pair of PG2's in November. I used them less than a dozen times and my right inner knee was wet the last time I fished. When I looked at the wader legs, the material is literally breaking down there. The edge of the seam tape is creating a crease in the outer layer and walking wears the edge like a folded piece of paper. I did an on-line chat with a CSR at Orvis and they offered to repair them (3-4 weeks). I was furious.....So I called and got the same shepal. Send them back.....but it is late April with May around the corner and I have no waders. Well I got the leaky ones I bought the new ones to replace. They did offer to record the complaint and I could fix them and send them back when the season slows...

I am EXTREMELY disappointed with the Orvis Service and 100% satisfaction Guarantee. I am sorry I ever bought them. ANd to think I almost went with LL Bean but the Orvis was a better deal.

Selling products with a notable defect and then not standing behind them is Outrageous.

....but I'm not bitter!

I sent them to the repair address and am hoping for the best. This could very well be the last Orvis product I ever buy.

Maurice